

## **Registered Mail**

### **DMCS Description:**

Registered Mail provides added protection to mail and indemnity in case of loss or damage. A system of receipts is used to monitor and account for the flow of the mailpiece from acceptance to delivery.

Registered Mail, therefore, is the most secure service offered by the Postal Service. As with Certified Mail, the mailer receives a mailing receipt, and can check for delivery date and time on the Internet. The Postal Service retains a delivery record of the item mailed. Registered Mail with Insurance can be purchased on a graduated scale up to the actual value of the mailpiece (from \$0.01 through \$25,000).

### **Availability**

Registered Mail service is available for prepaid First-Class Mail of any value, if the mail meets the minimum requirements for length and width specified by the Postal Service.

Registered Mail service is not available for:

- a. All delivery points because of the high security required for Registered Mail; in addition, liability is limited in some geographic areas;
- b. Mail of any class sent in combination with First-Class Mail; and
- c. Two or more articles tied or fastened together, unless the envelopes are enclosed in the same envelope or container.

### **Included Services**

The following services are provided as part of Registered Mail service at no additional cost to the mailer:

- a. A mailing receipt;
- b. Electronic confirmation, upon request, that an article was delivered or that delivery attempt was made;
- c. A record of delivery, retained by the Postal Service for a specified period of time;
- d. A notice of attempted delivery, left at the mailing address if the initial delivery attempt is unsuccessful; and
- e. A notice of nondelivery, when Registered Mail is undeliverable-as-addressed and cannot be forwarded.

Registered Mail is forwarded and returned without additional registry charge.

### **Mailer Requirements**

Registered Mail must be deposited in a manner specified by the Postal Service.

Indemnity claims for Registered Mail must be filed within a period of time, specified by the Postal Service, from the date the article was mailed. A claim concerning complete loss of registered articles may be filled by the mailer only. A claim concerning damage to or partial loss of registered articles may be filed by either the mailer or addressee.

24,000.01 to 25,000

38.75

- 
1. Fees for articles valued over \$25,000 are for handling only. Maximum amount of insurance coverage available is \$25,000.

## **2.2 Basic Information About Registered Mail**

### **2.2.1 Description**

Registered Mail is the most secure service that the USPS offers. It incorporates a system of receipts to monitor the movement of the mail from the point of acceptance to delivery. Registered Mail provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. Customers can retrieve the delivery status in three ways: (1) over the Internet at [www.usps.com](http://www.usps.com) by entering the article number shown on the mailing receipt; (2) by telephone at 1-800-222-1811; or (3) by bulk electronic file transfer for mailers who provide an electronic manifest to the USPS. USPS maintains a record of delivery (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing return receipt service. See [6.0](#) for details.

### **2.2.2 Eligible Matter**

Only matter prepaid with postage at the First-Class Mail rates (including Priority Mail) may be registered. The face (address side) of the registered article must be at least 5 inches long and 3-1/2 inches high, regardless of thickness. Items returned under merchandise return service ([507.10.0](#)) may be registered without prepayment of postage and fees.

### **2.2.3 Place of Mailing**

Registration may be obtained by presenting mail to the following:

- a. A retail employee at a post office, station, or branch (including any contractor-operated unit). A postmaster may require that an article of unusually high value be presented only at the main office or at designated stations and branches.
- b. A rural carrier on a rural route. The article and sufficient cash for postage and required fees for mailing the article may be left in a rural mailbox. The carrier must hand any change to the sender or place it in an envelope and leave the envelope in the box on the carrier's next trip. Responsibility is not assumed for the article or cash until a receipt is issued. No responsibility is assumed for the change left in the box by the carrier.
- c. A rural carrier at a nonpersonnel rural unit. The sender must meet the rural carrier to have mail registered.

### **2.2.4 Ineligible Matter**

Registration may not be obtained for mail that is handled as follows:

- a. Sent as business reply mail or in a business reply envelope.
- b. Placed in a street letterbox or post office maildrop.
- c. Addressed to a post office to which it cannot be transported safely.
- d. Prepared improperly or packed inadequately to withstand normal handling (see [2.4.7, Fragile Item](#)).
- e. Tied or fastened with one or more articles, unless enclosed in the same envelope or wrapper.
- f. Presented for mailing in a padded envelope; envelope or mailer manufactured of spun-bonded olefin, such as Tyvek; plastic envelope or mailer; or envelope or mailer made of glossy-coated paper.

### **2.2.5 Additional Services**

Purchasing Registered Mail service allows customers to then purchase restricted delivery service or a return receipt. The following additional services may be

combined with Registered Mail if the applicable standards for the services are met and the additional service fees are paid:

- a. Collect on delivery (COD) service.
- b. Delivery Confirmation.
- c. Signature Confirmation.

## 2.3 Fees and Liability

### 2.3.1 Full Value

Regardless of any insurance that may cover the article, the mailer must always declare its full value to the USPS when presenting it for registration and mailing (see chart below). The mailer must tell the USPS clerk (or enter on the firm sheet if a firm mailer) the full value of mail matter presented for registration. Private insurance carried on Registered Mail does not modify the requirements for declaring the full value. The accepting USPS employee may ask the mailer to show that the full value of the matter presented is declared, and may refuse to accept the matter as Registered Mail if a satisfactory declaration of value is not provided. Only articles of no value may be mailed as Registered Mail without insurance.

MAIL MATTER	VALUE TO BE DECLARED
Negotiable Instrument (instruments payable to bearer, including stock certificates endorsed in blank)	Market value (value based on value at time of mailing)
Nonnegotiable Instrument [registered bonds, warehouse receipts, checks, drafts, deeds, wills, abstracts, and similar documents (certificates of stock considered nonnegotiable so far as declaration of value is concerned unless endorsed in blank)]	No value or replacement cost if postal insurance coverage desired <sup>1</sup>
Money	Full value
Jewelry, Gems, Precious Metal	Market value or cost
Merchandise	Market value or cost
Nonvaluable (matter without intrinsic value such as letters, files, records)	No value or replacement cost if postal insurance coverage desired <sup>1</sup>

1. A mailer who does not know replacement costs should contact a person or firm familiar with such documents and determine replacement costs before mailing the articles.

### 2.3.2 Fee and Postage

The fee and postage may be paid with ordinary postage stamps, meter stamps, or permit imprints. If a permit imprint is used, the exact amount of postage and fees paid must be shown within the permit imprint. For pieces that are part of a manifest mailing, only the registry fee must be shown within the permit imprint. The fee and postage on official mail of authorized federal agencies may also be paid with penalty stamps, penalty meter stamps, or penalty permit imprints. The fees and postage on items registered with merchandise return service are paid through a postage due account under [507.10.0](#).

### 2.3.3 Postal Insurance

Postal insurance is provided for articles with a value of at least \$0.01 up to a maximum insured value of \$25,000. Insurance is included in the fee. Postal insurance is not available for articles with no value (\$0.00).

### 2.3.4 Refund

A fee for Registered Mail is not refunded after the USPS accepts the mail even if the sender later withdraws the mail under [2.4.10](#). A fee for return receipt service

or restricted delivery service is not refunded unless the USPS fails to provide the service. The sender must present the Registered Mail receipt showing payment of these services.

#### **2.3.5 Official Mail**

Official mail of authorized government agencies, if prepared under applicable standards in [703.7.0](#) for transmission of mail without prepayment of postage, may be sent by Registered Mail without prepayment of a registration fee.

#### **2.3.6 Merchandise Return**

Matter registered with merchandise return service under [507.10.0](#) may be sent by Registered Mail without prepayment of postage and fees.

#### **2.3.7 Indemnity**

Except for matter registered with merchandise return service, no indemnity is paid for any matter registered without prepayment of postage and fees. If a government agency wants indemnity coverage, both the applicable postage and registry fee must be paid in full with stamps or meter stamps.

### **2.4 Mailing**

#### **2.4.1 USPS**

USPS employees are not permitted to help customers prepare or seal mail to be registered.

#### **2.4.2 Addressing**

The mail must bear the complete names and addresses of both sender and addressee.

#### **2.4.3 Opened Envelope**

Any envelope or package that appears to have been opened and resealed, or otherwise improperly prepared, may not be registered.

#### **2.4.4 Label 200**

Registered Mail must bear a barcoded red Label 200 (see [Exhibit 2.4.4](#)). The label must be placed above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. A large-volume mailer can obtain Label 200 in rolls of 600.

#### **Exhibit 2.4.4 Label 200**



#### **2.4.5 Privately Printed Label 200**

If authorized, a mailer may use a privately printed Label 200 for domestic mail only. Privately printed labels must be nearly identical in design and color to the USPS form, with a barcode and human-readable numbers that meet USPS specifications in Publication 109. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review by the mailpiece design analyst. Once approved, the mailer must print sample labels with barcodes to be certified under the technical requirements in Publication 109.

#### **2.4.6 Sealing**

The mailer must securely seal envelopes. Paper or cellulose strips or wax or paper seals must not be placed over the intersections of flaps of letter-size envelopes where the postmark impressions are made. Packages must be sealed

with mucilage or glue or with plain paper or cloth tape. Packages containing currency or securities may not be sealed exclusively by paper strips, but must first be sealed securely with mucilage or glue. Large envelopes (flats) that are completely sealed and that also have paper strips or paper tape across the intersections of the flaps may be considered packages for sealing requirements. To be used on Registered Mail, tape must visibly damage the envelope or wrapper if removed and must absorb the ink in a postmark impression.

#### **2.4.7 Fragile Item**

The mailer must tell the USPS employee whether the item is fragile and, if so, describe the interior packing. All articles presented for registration must be packed as specified in [601.2.0](#). The USPS may refuse packages not properly packed to withstand normal handling in the mail. Indemnity may be denied if articles are not properly packaged.

#### **2.4.8 Window Envelope**

A window envelope must have a transparent panel covering the opening to be eligible for registry. If the panel is glued to the envelope, the envelope may contain only matter without intrinsic value. If the panel is part of the envelope, the envelope may be used for all Registered Mail.

#### **2.4.9 Firm Sheet**

If three or more registered articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet) or privately printed firm sheets. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to Registered Mail. The mailer submits the forms in duplicate and receives one copy as a mailing receipt after the entries are verified by the postal employee accepting the mailing. All entries made on firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line.

#### **2.4.10 Withdrawal or Recall**

The sender may withdraw or recall Registered Mail without charge before its delivery by writing on the receipt "Withdrawn before dispatch," and signing and surrendering the receipt; or filing a written request for its return after dispatch at the post office where the article was mailed, giving names and addresses of sender and addressee, the registry number, and date of mailing. The sender must pay for all telephone calls. If remailed, the article must be under new cover and bear new postage and fees.

### **2.5 Delivery**

#### **2.5.1 Basic Standards**

Delivery of Registered Mail is subject to [508.1.0](#), *Recipient Options*. The postmaster may require the addressee to call for Registered Mail at the post office if delivery by carrier would not be safe.

#### **2.5.2 Bad Condition**

If the addressee accepts a registered article in bad condition (repaired with sealing stamps or reenclosed in a new envelope or wrapper), the addressee must open it without disturbing the seal, in the delivering employee's presence. If anything is missing, the envelope or wrapper must be given to the employee after it is endorsed to show what was missing.

### **2.6 Inquiry on Uninsured Article**

#### **2.6.1 Who May File**

If postal insurance was purchased, the claim procedures in 609 apply. The procedures in this section apply only to uninsured Registered Mail. Only the mailer may file an inquiry on uninsured Registered Mail. For matter registered without postal insurance with merchandise return service, only the permit holder may file an inquiry.

**2.6.2 When to File**

The mailer may not file any inquiry until 15 days after the mailing date of the article. An inquiry may be filed at any post office, classified station, or classified branch, except for an inquiry about matter registered with merchandise return service, which must be filed by the permit holder at the post office where the permit is held. Form 1000 must be used in processing an inquiry for uninsured Registered Mail. An inquiry may be filed in the following manner:

- a. Any mailer filing an inquiry for the alleged loss of Registered Mail must provide proof that a loss occurred before a post office may accept the inquiry.
- b. Proof may be provided by these methods:
  1. The mailer may obtain Form 1000 from any post office. The mailer must complete the form and send it to the addressee. USPS employees may not mail the inquiry for the mailer, but they may help a mailer complete the form if requested. The addressee must complete item 13 and items 17 through 19 on Form 1000 and return it to the mailer. If the addressee signs the claim form and indicates the article was not received 15 days or more after the mailing date, the mailer may then take the claim form, with the original mailing receipt, to a post office and file an inquiry.
  2. If the mailer has the addressee's written and signed documentation (such as a letter dated at least 15 days after the mailing date) stating the addressee did not receive the article, the mailer may take this documentation to a post office, with the original mailing receipt, and file an inquiry.
  3. If the mailer cannot obtain the addressee's cooperation in signing Form 1000 for a registered article or, if preferable, the mailer may send a check or money order for the "return receipt requested after mailing" fee in [6.1.1](#) to the post office of address and request a copy of the delivery record, if 15 days or more have passed since the mailing date. Any such request for a delivery record must contain the date the article was mailed, the registered number, and the complete names and addresses of the mailer and addressee. The response to this search of delivery records ends the inquiry process.
- c. A merchandise return permit holder must ask the addressee to complete items 1 through 12 and 14 through 16 of Form 1000 and return it, along with the original mailing receipt, to the permit holder. The permit holder must complete item 13 and items 17 through 19 and submit the completed form, along with the original mailing receipt, to the post office where the permit is held. An inquiry may be filed no sooner than 15 days after the mailing date.

**2.6.3 Duplicate Inquiry**

A duplicate inquiry may not be filed sooner than 30 days after the original inquiry.

[Back to Top](#)

## **Certified Mail**

### **DMCS Description:**

Certified Mail service provides a mailer with evidence of mailing of First-Class and Priority Mail, and guarantees that the Postal Service will obtain a signature upon delivery and retain a delivery record of the item mailed for a specified period. The mailer receives a mailing receipt if the mailpiece is deposited at a post office window or given to a rural carrier, and can check for the delivery date and time via the internet or a toll-free call center. Bulk mailers that provided an electronic manifest to the Postal Service can receive the delivery information by bulk electronic file transfer. Mailers can purchase Return Receipt or Restricted Delivery service in conjunction with Certified Mail.

### **Availability**

Certified Mail service is available for matter mailed as First-Class Mail.

### **Included Services**

If requested by the mailer, the Postal Service will indicate the time of acceptance on the mailing receipt. A mailer may obtain a copy of the mailing receipt on terms specified by the Postal Service.

If the initial attempt to deliver the mail is not successful, a notice of attempted delivery is left at the mailing address, and the date and time of the attempted delivery is made available to the mailer.

The date and time of delivery is made available to the mailer electronically.

### **Mailer Requirements**

Certified Mail must be deposited in a manner specified by the Postal Service.

The mailer must mail the article at a post office, branch, or station, or give the article to a rural carrier, in order to obtain a mailing receipt.

### **Other Services**

The following services may be obtained in conjunction with mail sent under this section upon payment of the applicable fees:

- a. Restricted Delivery
- b. Return Receipt

## DMM 503

## 3.2 Basic Information

## 3.2.1 Description

Certified Mail service provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. Customers can retrieve the delivery status in three ways: (1) over the Internet at [www.usps.com](http://www.usps.com) by entering the article number shown on the mailing receipt; (2) by telephone at 1-800-222-1811; or (3) by bulk electronic file transfer for mailers who provide an electronic manifest to the USPS. Certified Mail is dispatched and handled in transit as ordinary mail. Delivery of Certified Mail is subject to 508.1.0 and 508.2.0. No insurance coverage is provided. USPS maintains a record of delivery (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing return receipt service. See 6.0 for details.

## 3.2.2 Eligible Matter

Only mailable matter on which postage is paid at a First-Class Mail rate (including Priority Mail) may be accepted as Certified Mail.

## 3.2.3 Additional Services

Purchasing Certified Mail service allows customers to then purchase restricted delivery service or a return receipt.

## 3.2.4 Delivery Record

Mailers may request a delivery record after mailing under 6.0, Return Receipt.

...

## 6.0 Return Receipt

...

## 6.1.3 Refund

Return receipt fees are refunded only if the USPS fails to furnish a return receipt.

## 6.2 Basic Information



### 6.2.1 Description

Return receipt service provides a mailer with evidence of delivery (to whom the mail was delivered and date of delivery), along with information about the recipient's actual delivery address. A mailer purchasing return receipt service at the time of mailing may choose to receive the return receipt by mail or electronically. The electronic option is not available for items mailed to APO or FPO addresses or U.S. territories, possessions, and freely associated states. A mailer purchasing return receipt service after mailing may choose to receive the proof of delivery record by fax, mail, or electronically. Electronic return receipts requested at the time of mailing also are available in bulk to mailers using privately printed Certified Mail, Registered Mail, numbered insured mail, or COD labels. Bulk delivery information can be obtained in CD-ROM or signature extract file formats. For additional information, see Publication 80, Bulk Proof of Delivery Program.

### 6.2.2 Eligible Matter

Return receipt service is available for:

- a. Express Mail (receive by mail (Form 3811) option only).
- b. First-Class Mail (including Priority Mail) when purchased at the time of mailing with Certified Mail, COD, insured mail (for more than \$200), or Registered Mail service.
- c. Standard Mail prepared as parcels when bulk insurance (for more than \$200) is purchased at the time of mailing.
- d. Package Services when purchased at the time of mailing with COD or insured mail (for more than \$200).

### 6.2.3 Endorsement

Mail for which return receipt service is requested by mail (Form 3811) must be endorsed "Return Receipt Requested" above the delivery address and to the right of the return address. No endorsement is required on mail for which electronic return receipt service is requested or is provided in bulk via a signature extract file or a CD-ROM.

### 6.2.4 Additional Services

If return receipt service has already been purchased with one of the services listed in 6.2.2 then one or more of the following extra services may be combined with those services at the time of mailing if the applicable standards for the services are met and the additional service fees are paid:

- a. Delivery Confirmation (First-Class Mail parcels, Priority Mail, and Package Services parcels).
- b. Parcel airlift service (PAL) (Priority Mail and Package Services).
- c. Restricted delivery.
- d. Signature Confirmation (Priority Mail and Package Services parcels).
- e. Special handling.

### 6.2.5 Privately Printed Form 3811

If authorized, a mailer may use a privately printed Form 3811. The privately printed form must be nearly identical in design and color to postal-provided forms. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review and approval by the mailpiece design analyst.

## 6.3 Obtaining Service

### 6.3.1 At Time of Mailing

The mailer may request the service at the time of mailing by using Form 3811 and marking the mail "Return Receipt Requested." A firm mailer must complete the mailer's entries on the form, including the article identification number; attach the form; and place the correct one on the article. The name and address of the person or organization to which the return receipt is to be returned must be that of the mailer or the mailer's agent. The mailpiece must bear the return address of either the mailer or mailer's agent.

### 6.3.2 After Mailing

The mailer may request a delivery record after mailing for Express Mail, Certified Mail, Registered Mail, COD mail, and mail insured for more than \$200. When a delivery record is available, the USPS provides the mailer information from that record, including to whom the mail was delivered and the date of delivery. The mailer requests a delivery record by completing Form 3811-A, paying the appropriate fee in 6.1.1, and submitting the request to the appropriate office as follows:

- a. For items mailed to an APO/FPO, U.S. territory or possession, or freely associated state (with the exception of Puerto Rico and the U.S. Virgin Islands), the form should be sent to the office of delivery.

- b. For all other items, send the form to any post office.

### 6.3.3 Time Limit

A request for a return receipt after mailing for Express Mail must be submitted within 90 days after the date of mailing. All other requests must be submitted within 2 years from the date of mailing.

## 6.4 Delivery

Delivery of mail for which a return receipt is requested is subject to 508.1.0, Recipient Options, and 508.2.0, Conditions of Delivery.

## 6.5 Requests for Delivery Information

### 6.5.1 Receipt Not Received

After a reasonable period, not longer than 2 years after the date of mailing, a mailer who did not receive return receipt service for which the mailer had paid may request information from the delivery record, using Form 3811-A. Any request for such information for Express Mail must be filed within 90 days after the date of mailing.

### 6.5.2 Form 3811-A

The mailer must complete Form 3811-A at any post office. The applicable fee is waived if the mailer can produce a receipt showing that the applicable return receipt fee was paid.

### 6.5.3 Fee Not Charged

The fee for a return receipt after mailing is not charged for a duplicate receipt for Certified Mail if the original Form 3800 was date-stamped by a post office at the time of mailing.

## **Certificate of Mailing**

### **DMCS Description:**

A certificate of mailing provides the mailer with evidence that an item was presented to the Postal Service for mailing. This service does not supply proof of delivery or insurance against damage or loss. Certificates of Mailing service is available for individual First-Class Mail, Priority Mail, or Package Services mailpieces, as well as bulk mailings. Lower fees are charged for certificates of mailing from a firm mailing book or customer manifest. A duplicate certificate of mailing is available for a fee at the time of the mailing or upon presentment of the original certificate.

### **Availability**

Certificate of Mailing service is available for matter sent using any class of mail, except Regular and Nonprofit Presort category mail entered as Customized Market Mail under DMCS sections 321.22 and 323.22.

Service under this section for Parcel Post subclass mail entered under DMCS section 521.27 or 521.28 is restricted to the mailer that enters the returned parcel. The addressee may not purchase this service.

### **Included Service**

The mailer may obtain a copy of a Certificate of Mailing on terms specified by the Postal Service.

### **Limitations**

The service does not entail retention of a record of mailing by the Postal Service and does not provide evidence of delivery.

### **Other Services**

The following services, if applicable to the subclass of mail, may be obtained in conjunction with mail sent under this classification schedule upon payment of the applicable fees:

- a. Parcel Airlift
- b. Special Handing

## DMM 503

### 5.2 Basic Information

#### 5.2.1 Description

Certificate of mailing service provides evidence that mail has been presented to the USPS for mailing. Certificate of mailing service does not provide a record of delivery.

#### 5.2.2 Eligible Matter—Single Piece

Form 3817 is used for a certificate for a single piece of First-Class Mail (including Priority Mail) or Package Services. Facsimile forms also may be used.

#### 5.2.3 Three or More Pieces

When requesting a certificate of mailing for three or more pieces presented at one time, a mailer may use Form 3877 (firm sheet) or a facsimile, subject to payment of the applicable fee for each item listed. Facsimile Forms 3877 must contain the same information as the postal-provided form. The sheets of the books become the sender's receipts. All entries made in firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated by drawing a diagonal line through them.

#### 5.2.4 Eligible Matter—Bulk Quantities

Form 3606 is used for a bulk mailing as a certificate to specify the number of pieces mailed. This certificate is provided only for a mailing of identical pieces of First-Class Mail, Standard Mail, and Package Services. This certificate states only the total number of articles mailed and must not be used as an itemized list. A certificate of mailing cannot be issued for a bulk mailing paid with a permit imprint.

#### 5.2.5 Mailer Preparation

A certificate of mailing must be completed by the mailer, using a typewriter, ink, or ballpoint pen. Individual and firm sheet certificates must show the names and addresses of the sender and addressee and may show the amount of postage paid. The mailer may also place identifying invoice or order numbers on the certificate.

#### 5.2.6 Additional Services

The following services may be combined with certificate of mailing on single pieces if the applicable standards for the services are met and the additional service fees are paid:

- a. Parcel airlift service (PAL).

- b. Special handling.

### 5.3 Presentation

#### 5.3.1 Rural Carriers

A mailer on a rural route or at a nonpersonnel rural unit may provide mail to the rural carrier with the fee for the certificate. The carrier obtains the certificate at the post office, attaches the stamps, cancels them by postmark, and delivers the certificate to the mailer on the next trip.

#### 5.3.2 Quantity Mailings

When the number of articles ordinarily presented justifies such action, the mailer must comply with these standards:

- a. When the mailer wants individual certificates on Form 3817, the forms must be affixed by the stub to the pieces, or the forms must be numbered consecutively and fastened together.
- b. When the mailer describes and lists the pieces on firm sheets or approved forms, but does not present the pieces in the order shown on the sheets, the mailer must consecutively number each entry and lightly number each piece to show the sheet and line number on which described.

#### 5.3.3 After Mailing

To obtain an additional certificate after mailing, the mailer must present the original certificate and an additional certificate endorsed "Duplicate" or a copy showing the original dates of mailing. The additional certificate must be postmarked to show the current date.

## **Business Reply Mail**

Business Reply Mail (BRM) is a special service that allows customers to distribute First-Class Mail and Priority Mail BRM cards, envelopes, self-mailers, cartons, and labels for eventual return to the customer. The customer agrees to pay postage and a per piece fee for each BRM mailpiece that is actually returned. Postage is paid at the applicable First-Class Mail or Priority Mail rates.

BRM service is available for purchase using the following five fee categories:

- (1) Qualified BRM (QBRM) with a quarterly fee (High Volume QBRM);
- (2) QBRM without a quarterly fee (Basic QBRM);
- (3) advance deposit account BRM;
- (4) nonadvance deposit account BRM; and
- (5) nonletter sized weight-averaged BRM.

Each BRM fee category is subject to different Postal Service requirements, and could be preferable depending on a customer's level of return volume and type of mailpiece.

**Qualified BRM with quarterly fee.** A subset of BRM that the Postal Service approved for processing, QBRM mailpieces are cards and envelopes (up to two ounces) that are automation compatible, have a Facing Identification Mark (FIM) C, a unique ZIP+4 barcode, and meet other requirements specified by the Postal Service. The QBRM with quarterly fees, which charges a lower per piece fee, is designed for customers that receive a high volume of QBRM mailpieces.

**Qualified BRM without quarterly fee.** Customers receiving lower volumes of mailpieces meeting the QBRM requirements or electing not to pay the quarterly fee choose this fee category. The Basic QBRM rate structure consists of two elements: a QBRM automation postage rate discount, and a higher per-piece fee.

**Advanced deposit account BRM.** This fee category is for customers receiving a high volume of BRM mail, but whose mailpiece is not approved for BRM Accounting System processing or otherwise fails to qualify as a QBRM mailpiece. Customers pay a basic per piece fee that covers the costs for counting, rating and billing these mailpieces.

**Non-advance deposit account BRM.** Customers receiving a low volume of BRM mail or electing not to pay the annual account maintenance fee choose this fee category. Because mailers receiving a relatively small number of BRM pieces find maintaining advance deposit accounts uneconomical, the Postal Service recovers maintenance costs for counting, rating, and collection on a per piece basis.

**Nonletter-size weight-averaged BRM.** Customers receiving film and/or film canisters for processing prefer this fee structure, where weight averaging is used to count, rate, and bill the incoming BRM mailpieces based on a statistical projection from recent experience. The mailpieces must meet the basic BRM requirements established by the Postal Service, and can not exceed five pounds or be letter or card-shaped.

### **Application Process**

The mailer may apply for a BRM permit using one of the following processes:

- a. Form 3615. The mailer submits a completed Form 3615 to the Post Office issuing the permit and pays the

annual permit fee. If a completed Form 3615 is already on file for the mailer at that office for other permits, then the mailer must submit the annual permit fee and the USPS amends Form 3615 by adding the BRM authorization.

b. Online. The mailer applies online at [www.usps.com](http://www.usps.com). Online application is available only for BRM permits issued for certain Post Offices, determined by logging on to [www.usps.com/replymail](http://www.usps.com/replymail) and entering the 5-digit ZIP Code of the post office where the mailer wants the BRM permit issued. If the online application option is not available for a 5-digit Zip Code, the applicant must apply using Form 3615.

### Annual Permit Fee

A permit fee must be paid once each 12-month period at each post office where a BRM permit is held. Payment of the permit fee is based on the anniversary date of the permit's issuance. The fee may be paid in advance only for the next 12 months and only during the last 60 days of the current service period. The fee charged is that which is in effect on the date of payment. Agents authorized by a permit holder under 8.11 are not required to pay an annual permit fee at the post office where their BRM is received.

### Renewal of Annual Permit Fee

An annual renewal notice is provided to each BRM permit holder by the USPS. The notice and the payment for the next 12 months must be returned by the expiration date to the post office that issued the permit. After the expiration date, if the permit holder has not paid the annual permit fee, then returned BRM pieces are treated as follows:

- a. Postcards of no obvious value are treated as waste and disposed of at the delivery unit.
- b. Pieces (excluding postcards) with a return address are endorsed "Business Reply Permit Canceled" and are returned to the sender.
- c. Pieces without a return address are endorsed "Business Reply Permit Canceled" and forwarded to the mail recovery center for handling.

### Revocation of a Permit

The USPS may revoke a BRM permit because of format errors or for refusal to pay permit fees (annual, accounting, quarterly, or monthly), postage, or per piece fees. If the permit was revoked due to format errors, then a former permit holder may obtain a new permit and permit number by completing and submitting a new Form 3615, paying the required BRM annual permit fee, paying a new annual account maintenance fee (if applicable), and, for the next 2 years, submitting two samples of each BRM format to the appropriate post office for approval.

### Postage, Per Piece Fees, and Account Maintenance Fees

#### Postage

Each piece of returned BRM is charged the applicable single-piece First-Class Mail or Priority Mail postage. Cards must meet the standards in DMM 201.1.0 to qualify for card rate postage. Any card larger than those dimensions is



charged the applicable First-Class Mail letter rate. For Priority Mail over 1 pound, if the zone cannot be determined from a return address or cancellation, then the permit holder is charged zone 4 postage for the weight of the piece.

#### Per Piece Fees

Per piece fees listed in 8.1 are charged for each piece of returned BRM (in addition to postage in 8.6.1). If a permit holder has not paid an annual account maintenance fee and established a BRM advance deposit account, then the basic (higher) BRM per piece fee must be paid. If a permit holder has paid the annual account maintenance fee and has established a BRM advance deposit account, then the high-volume (lower) BRM per piece fee is paid.

#### Advance Deposit Account and Annual Account Maintenance Fee

A permit holder may choose to pay an annual account maintenance fee and establish an advance deposit account, which qualifies returned BRM pieces for the high-volume per piece fee. The account maintenance fee must be paid once each 12-month period at each post office where a permit holder holds an advance deposit account. Payment of the account maintenance fee is based on the anniversary date of the initial payment. The fee may be paid in advance only for the next 12-month period and only during the last 60 days of the current 12-month period. The fee charged is that which is in effect on the date of payment. A separate advance deposit account solely for BRM is not required. An advance deposit account can be used for BRM under these conditions:

- a. For each withdrawal, only one statement is provided for each annual account maintenance fee paid.
- b. If a permit holder distributes BRM with different addresses (including post office box numbers) under the same permit number going to the same delivery unit and has only one business reply account, then the BRM is separated by each different address but only one statement is provided and only one annual account maintenance fee is paid.
- c. The permit holder must pay an annual account maintenance fee for each separate statement (accounting) requested. If only one annual account maintenance fee is paid, then the permit holder receives only one statement.
- d. The permit holder must maintain a balance in the BRM advance deposit account that is sufficient to cover postage and per piece fees for returned mailpieces. The permit holder is notified if funds are insufficient. After 3 calendar days, if no funds are deposited, then BRM on hand is charged the basic BRM per piece fee and postage and charges are collected from the permit holder (e.g., in cash) prior to delivery.
- e. BRM addressed to several different firms at the same delivery unit may be delivered to an agent authorized by a valid BRM permit holder. The agent pays one annual account maintenance fee for all the firms represented by the agent in the same delivery unit. If the agent, or any of the firms represented by the agent, wants a separation of charges, then separate (additional) account maintenance fees must be paid.

#### Renewal of Annual Account Maintenance Fee

An annual renewal notice is provided to each BRM permit holder with a BRM advance deposit account. The notice and the payment for the next 12 months must be returned by the expiration date to the post office that holds the

advance deposit account. After the expiration date, if the permit holder has not paid the annual account maintenance fee but still has a valid BRM permit, returned BRM pieces no longer qualify for the high-volume BRM per piece fee and are charged the basic BRM per piece fee in 8.1.1.

#### Combined Pieces as a Single Item

Two or more BRM pieces may be mailed as a single piece if the BRM pieces are identically addressed and prepared for mailing in accordance with 201.1.0. The permit holder is charged postage based on the total weight of the combined piece plus one per piece fee. If the combined pieces become separated, then the permit holder must pay postage and a per piece fee for each individual piece. Combined pieces are not eligible for QBRM postage rates or per piece fees.

#### With Postage Affixed

BRM with postage affixed is handled the same as other BRM. No effort is made to identify or separate BRM pieces with postage affixed. The amount of affixed postage is not deducted from the postage or per piece fees owed. The permit holder may request a refund or credit for postage affixed to BRM under 604.9.2.10.

#### Payment Options

Permit holders may pay for postage and per piece fees on returned pieces by cash or check upon delivery, through a regular postage due account (604.6.3), or through a BRM advance deposit account. A regular postage due account does not qualify the permit holder for high-volume BRM per piece fees, and no annual account maintenance fee is charged to maintain the account.

#### Qualified Business Reply Mail (QBRM):

Qualified Business Reply Mail (QBRM) is a subset of BRM available for specific automation-compatible letter-size pieces that qualify for an automation postage rate and a reduced per piece fee.

#### Annual Account Maintenance Fee and Advance Deposit Account

Permit holders are required to pay QBRM postage and per piece fees through a BRM advance deposit account, which requires payment of an annual account maintenance fee (see 8.6.3).

#### Quarterly Fee for High-Volume QBRM

Mailers may choose to pay a quarterly fee in addition to the annual account maintenance fee. Payment of the quarterly fee entitles mailers to a lower per piece fee (the high-volume QBRM per piece fee listed in 8.1.4). The quarterly fee and annual account maintenance fee must be paid at each post office where mail is returned and for each separate billing desired. Mailers are eligible for the high-volume QBRM rates and per piece fees only for the time they pay the quarterly fee (i.e., mailers can opt out of the quarterly fee and related high-volume QBRM per piece fees simply by not paying the fee for the next quarter). The quarterly fee cannot be paid or renewed retroactively to receive a lower per piece fee on pieces already paid for and delivered. The quarterly fee can be paid for any three consecutive calendar months.

### Payment Period for Quarterly Fee

The quarterly fee must be paid in advance for at least one but no more than four quarterly periods. A quarterly period begins on either the first day of the month (if a mailer pays on or before the 15th of the month) or the first day of the following month (if a mailer pays after the 15th of the month) and continues for three consecutive calendar months. A mailer who pays the quarterly fee is entitled to the high-volume QBRM per piece fee from the date of payment through the end of the quarterly period. The fee paid is that which is in effect on the date of payment.

### BRM Distributed and Received by Agents of a Permit Holder

#### Description

Permit holders may give permission to subsidiary offices, agents, or authorized representatives to distribute and receive BRM using a single (corporate) permit number. BRM pieces are distributed by and returned to agents, who pay postage and per piece fees on those returned pieces. Agents may use any type of BRM service.

#### Permit

The main permit holder or "corporate" office applies for the permit number and pays the permit fee. The agent must present a letter of authorization from the permit holder showing the name, address, and telephone number of the local agent authorized to receive the BRM to the post office where the BRM is to be returned. Any time there is a change to the original permit application or the authorization letter, each agent must provide an amended letter of authorization to their local post office.

#### Annual Permit Fee

The annual permit fee must be paid by the permit holder (8.6.3). Agents do not pay a separate annual permit fee but must submit evidence (usually a copy of Form 3544) to the local office once each 12-month period to show that the annual permit fee has been paid. This evidence is not required if the permit holder has a centralized account processing system (CAPS) account through which the local post office can determine that the permit fee has been paid.

#### 8.11.4 Postage, Per Piece Fees, and Annual Account Maintenance Fees

Agents receiving BRM or QBRM pay the postage, per piece fees, and annual account maintenance fees listed in 8.1 for the type of service received. The agent may choose to pay an annual account maintenance fee and establish a BRM advance deposit account. The agent receiving BRM is responsible for paying all postage and per piece fees.

#### 8.11.5 Payment Guarantee

The permit holder is ultimately responsible for postage and per piece fees for all pieces returned under that permit number. If a local agent refuses or neglects to pay postage or per piece fees on returned pieces, then those pieces are forwarded to the post office that issued the original permit for collection of postage and per piece fees from the permit holder. Once forwarded to the permit holder, these pieces cannot qualify for QBRM postage and per piece fees. The permit holder's refusal to accept and pay the required postage and per piece fees for BRM offered for delivery is grounds for immediate revocation of the BRM permit (8.5.6).

#### Bulk Weight Averaged Nonletter-size BRM

## Description

Bulk weight averaging is a method of counting, rating, and billing incoming nonletter-size BRM based on principles of mathematical statistics. Probability sampling techniques are used to measure the characteristics of the total BRM volume by examining a fraction of the volume. Statistically valid samples that are drawn from the incoming BRM volume each postal accounting period are used by post offices to compute average postage due per pound and average piece count per pound factors. The net bulk weight of mail received is multiplied by these conversion factors to get the estimated volume received and postage and fee amounts.

## Eligibility

BRM pieces rated by the weight averaging method must:

- a. Meet the basic standards for BRM in 8.0.
- b. Not be letter-size (201.1.0) or card-size (201.1.2).
- c. Not exceed 5 pounds.

## Postage, Per Piece Fees, and Other Fees

Returned pieces of bulk weight averaged nonletter-size BRM are charged postage and per piece fees according to 8.1.5. Permit holders participating in bulk weight averaged nonletter-size BRM must pay an annual account maintenance fee (see 8.6.3) and a monthly maintenance fee (8.3).

## Application Procedures

A permit holder who wants to use bulk weight averaged BRM for nonletter-size pieces must submit a written request to the postmaster of the office where the BRM permit is held. The postmaster forwards this information to the manager, Customer Service Support, USPS Headquarters (see 608.8.0 for address). The request must include the following information:

- a. Permit holder's name and address.
- b. Name and location of the post office at which BRM will be received and a CAPS account number, if available.
- c. Information about the number of pieces expected to be returned over a 24-hour period and a 30-day period, and a breakdown of the weight distribution of those pieces (in nearest ounces or pounds) (e.g., X number of 3-ounce pieces, Y number of 4-ounce pieces, and Z number of 5-ounce pieces).
- d. Based on the estimated volume in 8.12.4c, a 24-hour estimate and a 30-day estimate of postage and per piece fees using the postage and charges listed in 8.1.5, Bulk Weight Averaged Nonletter-Size BRM.
- e. A statement indicating whether the piece volume has seasonal variation and, if applicable, estimates of

monthly volumes for a 12-month period.

#### Authorization

The permit holder's request will be reviewed and approved by the manager, Customer Service Support, USPS Headquarters. If the request is approved, then a letter of authorization is sent to the permit holder from the post office where the BRM permit is held. The permit holder signs a service agreement and, if necessary, is assigned a post office box address.

#### Denial of Authorization

If the permit holder's request is not approved, then the post office sends a written notice, giving reasons for the denial. The permit holder has 15 days following receipt of the notice to file a written appeal of the decision with the postmaster and to furnish further information. If the postmaster still finds that the application should be denied, then the postmaster forwards the file to the manager, Customer Service Support, USPS Headquarters, who issues a final written decision to the permit holder.

#### Revoking Authorization

To revoke authorization for bulk weight averaging, the postmaster sends written notice to the permit holder. A postmaster may terminate authorization for bulk weight averaged BRM for any of the following reasons:

- a. The permit holder provided incorrect or incomplete information on the request for authorization.
- b. The permit holder's BRM pieces no longer meet the eligibility requirements in 8.0.
- c. The USPS finds that bulk weight averaging no longer provides adequate revenue protection.
- d. The permit holder no longer desires to participate in bulk weight averaging.

#### Notice and Appeal

Termination takes effect 15 days from the permit holder's receipt of the notice unless the permit holder files a written appeal within that period with the postmaster. The postmaster forwards the permit holder's appeal together with all pertinent information to the manager, Customer Service Support, USPS Headquarters, who issues a final agency decision to the permit holder. The permit holder may continue to use the bulk weight averaging method until a final decision is made on the appeal.

## **Money Orders**

### **DMCS Description:**

The Postal Service offers a domestic money order, APO/FPO (military) money order, and an inquiry service. Traditionally, domestic money order usage has been thought to be weighted toward people with modest income levels, people without checking accounts, or people without credit cards. Postal money orders are popular in rural areas where access to alternative money order services is limited. APO/FPO money orders are generally sold to military personnel at military installations. Both domestic and APO/FPO money orders can be issued up to a maximum amount of \$1,000. Inquiry service verifies whether a postal money order was cashed, and provides a copy of the paid money order.

### **Limitations**

The maximum value for which a domestic postal money order may be purchased is \$1,000. Other restrictions on the number or dollar value of postal money order sales, or both, may be imposed by law or under regulations prescribed by the Postal Service.

### **Included Services**

A receipt of purchase is provided at no additional cost.

The Postal Service will replace money orders that are spoiled or incorrectly prepared, regardless of who caused the error, without charge if replaced on the date originally issued. If a replacement money order is issued after the date of original issue because the original was spoiled or incorrectly prepared, the applicable money order fee may be collected from the customer.

Inquiries or claims may be filed by the purchaser, payee, or endorsee.

### **DMM 503**

#### **14.2.1 Availability**

Domestic money orders may be purchased from:

- a. All post offices, branches, and stations in the United States and its territories and possessions.
- b. Money order facilities for members of the U.S. Armed Forces.
- c. Rural route carriers and authorized highway contract route carriers. A customer fills out Form 6387 (available from the carrier) and gives it and the payment to the carrier. Unless the

customer provides a preaddressed envelope and pays postage and any required fees for mailing, the carrier delivers the money order on the next trip.

#### 14.2.2 Purchase Restrictions

A postal customer may buy multiple money orders at the same time, in the same or differing amounts, subject to these restrictions:

- a. The maximum amount of any single money order is \$1,000.
- b. Without exception, no customer may buy money orders on any 1 day whose total value exceeds \$10,000. This daily limit applies regardless of the number of visits made by a customer to one or more postal facilities.
- c. Any customer whose daily total of purchased money orders is from \$3,000 to \$10,000 must also complete Form 8105-A and show identification bearing the purchaser's photograph, name, and address.

#### 14.2.3 Purchase Method

Money orders must be paid for in one of these ways:

- a. In U.S. currency and coins (in any amount).
- b. With established traveler's checks payable in U.S. dollars if the purchase is for at least 50% of the value of the traveler's checks.
- c. With ATM/debit cards at locations approved by USPS Corporate Treasury where the customer's personal identification number must be entered on a keypad connected to a credit/debit terminal.

#### 14.2.4 Purchaser

The purchaser must complete the money order and customer's receipt by filling in the names and addresses of the payee and purchaser. Money orders must be made payable to a single identifiable party, which can be the purchaser. The USPS does not guarantee a 100% refund on a stolen money order if the customer's receipt is not presented with the claim for refund.

#### 14.2.5 Replacement

The USPS replaces without charge a defective money order or one that is spoiled during imprinting or customer completion if the customer returns the negotiable portion of the money order and the matching customer receipt.

...

#### 14.3.9 Payment Inquiry

A purchaser, payee, or endorsee may, at any time, inquire about payment of a domestic money order by completing, signing, and filing Form 6401 and paying the appropriate fee; a separate form and fee are required for each money order. The fee is not required if Form 6401 is filed by a bank, other financial institution, government agency that processes money orders directly with the Federal Reserve Bank, or postal official engaged in official USPS business.

### 14.4 Federal Reserve System

#### 14.4.1 General

All money orders are forwarded through the Federal Reserve Banking System, to which commercial banks have access. For this standard:

- a. Money order means a U.S. Postal Money Order.
- b. Federal Reserve Bank means a Federal Reserve Bank or branch thereof that presents a money order for payment by the postmaster general.
- c. Presenting bank means a bank that presents a money order to and receives credit for the money order from a Federal Reserve Bank.
- d. Reclamation means the action taken by the postmaster general to obtain refund of the amounts of paid money orders.
- e. Examination includes examination of money orders for indicia of theft, forged endorsements, forged signatures or initials of issuing employees, raised amounts, and other material defects by electronic methods and visual inspection for defects that cannot be discovered electronically.
- f. Stolen money order means a U.S. Postal Money Order stolen from a post office, classified or contract station or branch, or USPS employee before it is officially issued by the post office,



classified or contract station or branch, or by a USPS employee discharging his or her official duties.

#### 14.4.2 Payment

The postmaster general has the usual right of a drawee to examine money orders presented for payment by banks through the Federal Reserve System and to refuse payment of money orders, and has a reasonable time after presentation to make each examination. Provisional credit is given to the Federal Reserve Bank when it furnishes the money orders for payment by the postmaster general. Money orders are deemed paid only after examination is completed, subject to the postmaster general's right to make reclamation under 14.4.4.

#### 14.4.3 Endorsement

The presenting bank and the endorser of a money order presented for payment are deemed to guarantee to the postmaster general that all prior endorsements are genuine, whether an express guarantee to that effect is placed on the money order. When an endorsement is made by a person other than the payee personally, the presenting bank and the endorser are deemed to guarantee to the postmaster general, in addition to other warranties, that the person who so endorsed had capacity and authority to endorse the money order for the payee.

#### 14.4.4 Reclamation

The postmaster general has the right to demand refund from the presenting bank of the amount of a paid money order if, after payment, the money order is found to be stolen, or to have a forged or unauthorized endorsement, or to contain any material defect or alteration not discovered on examination. Such right includes, but is not limited to, the right to make reclamation of the amount by which a genuine money order with a proper and authorized endorsement has been raised. Such right must be exercised within a reasonable time after the postmaster general discovers that the money order is stolen, bears a forged or unauthorized endorsement, or is otherwise defective. If refund is not made by the presenting bank within 60 days after demand, the postmaster general takes such actions as may be necessary to protect the interests of the United States.

**4.1 Fees for Post Office Box Service**

FEE GROUP	BOX SIZE AND FEE PER SEMIANNUAL (6-MONTH) PERIOD				
	1	2	3	4	5
1	\$42.00	\$64.00	\$118.00	\$242.00	\$390.00
2	35.00	54.00	94.00	184.00	326.00
3	28.00	46.00	84.00	150.00	250.00
4	20.00	34.00	52.00	102.00	196.00
5	18.00	26.00	48.00	88.00	148.00
6	13.00	20.00	35.00	62.00	110.00
7	10.00	16.00	28.00	48.00	86.00
E <sup>1</sup>	0.00	0.00	0.00	0.00	0.00

**ADDITIONAL FEES AND SERVICES**

Deposit per key issued	\$1.00
Key duplication or replacement (after first 2 keys), each	6.00
Post office box lock replacement, each	14.00

1. Eligibility and location determined by USPS.

**4.2 Basic Information for Post Office Box Service****4.2.1 Purpose**

Post office box service is a premium service offered for a fee to any customer requiring more than free carrier delivery or general delivery and for no fee to customers who are not eligible for carrier delivery. The service allows a customer to obtain mail during the hours the box lobby is open or access is otherwise available. Post office box service is provided only through receptacles owned or operated by the USPS or its agents. Post office box service does not include alternate means of delivery established to replace, simplify, or extend carrier delivery service. A postmaster and a box customer may not make any agreement that contravenes the regulations on post office box service or its fees.

**4.2.2 Definition**

The term post office box (or its address abbreviation PO BOX) designates this service in an address. The term box customer applies only to the person who signs the application as an individual or to the organization on whose behalf an individual signs the application.

**4.2.3 Box Size**

There are five box sizes. A facility might not have each size. A customer is assigned a box size based on the customer's needs and the availability of boxes. The postmaster may require a customer to use a larger size box if the customer's mail volume increases beyond the capacity of the present box.

**4.2.4 Number Assignment**

A number is assigned to each post office box. Mail intended for delivery through a box must show the assigned post office box number in the address immediately above the city, state, and ZIP Code.

**4.2.5 Box Availability**

When no box of the appropriate size is available, an application for box service may be handled, at the postmaster's discretion, in any one or more of the following ways: by referring the customer to another postal facility with available capacity;

by placing the customer's name on a waiting list for box service; by providing general delivery service until an appropriate size box becomes available; by offering a smaller or larger box at its fee; or by offering caller service. Regardless of the box size applied for, customers must pay the correct fee for the service they receive.

#### **4.2.6 Service Period**

Post office box service is provided in 6-month increments.

#### **4.2.7 Limitation on Service**

The postmaster may require a box customer to use caller service under [5.0, Caller Service](#), based on the volume of mail received by the customer, the level of service requested by the customer, or the availability of boxes to meet demand. Existing box customers will not be allowed to use additional boxes at post offices having a waiting list for post office boxes. Not more than once per semiannual payment period, a customer who was required to use caller service based on the volume of mail may submit a written request to the postmaster for a new determination of whether sufficient volume remains to require caller service.

### **4.3 Service**

#### **4.3.1 Application**

Procedures for applying for post office box service are as follows:

- a. The applicant must complete all required items on Form 1093, *Application for Post Office Box or Caller Service*, and submit it to any postal facility that provides window service to the public. The facility need not be the one where box service is desired. Furnishing false information on the application or refusing to furnish required information may be sufficient reason for denial of the application or discontinuance of service.
- b. Spouses may complete and sign one Form 1093. Each spouse must present two items of valid identification. A parent or guardian may receive delivery of a minor's mail by listing the name(s) of each minor on Form 1093. Other adult persons who receive mail in the post office box of an individual box customer must be listed on Form 1093 and must present two items of valid identification to the post office.
- c. Employees or members who receive mail in the post office box of an organization box customer must be listed on Form 1093. Each person must have verifiable identification and, upon request, present this identification to the USPS.
- d. When any information required on Form 1093 changes, the box customer must update the application on file at the post office.

#### **4.3.2 Verification**

An application for post office box service may not be approved until the applicant's identity and current permanent physical address where he or she resides or conducts business is verified. Verification criteria are as follows:

- a. At the time of application, applicants must present two items of valid identification; one item must contain a photograph of the applicant. Social Security cards or credit cards and birth certificates are unacceptable as identification. The following are acceptable identification:
  1. Valid driver's license or state non-driver's identification card.
  2. Armed forces, government, university, or recognized corporate identification card.
  3. Passport, alien registration card, or certificate of naturalization.
  4. Current lease, mortgage, or deed of trust.
  5. Voter or vehicle registration card.
  6. Home or vehicle insurance policy.
- b. The identification presented must be current. It must contain sufficient information to confirm that the applicant is who he or she claims to be and must be traceable to the bearer.

**4.3.3 Transferring Service**

Post office box service may be transferred, without payment of an additional fee, to any box of the same size and fee group at a different facility of the same post office. To transfer service, the box customer must submit a new application either to the facility where service is currently provided or to the facility where service is desired. A box customer may transfer service no more than once in any semiannual payment period and must submit a completed Form 3575 at the time of transfer.

**4.3.4 Minor**

Post office box service may be provided to a minor (a person under 18 years of age) unless the minor's parent or guardian submits a written objection to the appropriate postmaster.

**4.4 Conditions of Use**

**4.4.1 Mail Receipt**

In accordance with the application and verification standards in 4.3, any individual box customer or organization may receive through the box any mail properly addressed to the box number.

**4.4.2 Mail Only**

Only mail and official USPS notices may be placed into a post office box.

**4.4.3 Accumulation of Mail**

A box customer must remove mail promptly from the box. If mail will not be removed from the box for more than 30 days and an overflow condition is probable, the customer must make prior arrangements with the postmaster.

**4.4.4 Overflow**

When mail for a customer's post office box(es) exceeds the capacity of the box(es) on 12 of any 20 consecutive business days (excluding Saturdays, Sundays, and national holidays), the customer must use caller service, change to a larger box, or use one or more additional boxes (subject to availability) to which mail will be addressed.

**4.4.5 Unlawful Activity**

A post office box may not be used for, or in connection with, a scheme or enterprise that violates any federal, state, or local law; breaches an agreement with a federal, state, or local agency whereby the box customer has agreed to discontinue a specified activity; or violates or attempts to evade any order of a court or administrative body.

**4.4.6 Forwarding**

A post office box may not be used when the primary purpose is to have the USPS forward or transfer mail to another address free of charge.

**4.4.7 Address Change**

Only the box customer or authorized representatives of the organization listed on the Form 1093 may file change-of-address orders. Forwarding of mail for other persons is the responsibility of the box customer.

**4.5 Basis of Fees and Payment**

**4.5.1 General**

Post office box fees are based on the size of the box provided and the fee group to which the box's 5-digit ZIP Code is assigned.

**4.5.2 Box Size**

Box sizes are standardized and the fees for boxes increase with box size. The following chart describes approximate box capacities and frontal dimensions.

---

BOX SIZE	CAPACITY	WIDTH AND HEIGHT
----------	----------	------------------

	(Cubic Inches)	(Inches)
<b>1</b>	Under 296	3 by 5.5
<b>2</b>	296 through 499	5 by 5.5
<b>3</b>	500 through 999	11 by 5.5
<b>4</b>	1,000 through 1,999	11 by 11
<b>5</b>	2,000 or more	22.5 by 12

#### 4.5.3 Fee Changes

A change in post office box service fees applicable to a given 5-digit ZIP Code can arise from a general fee change. In addition, the manager, Special Services, can assign a fee group to a new ZIP Code, and may authorize the reassignment of one or more 5-digit ZIP Codes to the next higher or lower fee group if the past fee group assignments were in error. The USPS also may regroup 5-digit ZIP Codes. No ZIP Code may be moved more than once a calendar year and a ZIP Code may be moved only into the next higher or lower fee group. Any change in post office box service fees takes effect on the date of the action that caused the change unless an official announcement specifies another date. If post office box service fees are increased, no customer must pay the new rate until the end of the current service period, and no retroactive adjustment is to be made for a payment received before the date of the change. The fee charged is that in effect on the date of payment.

#### 4.5.4 Payment

All fees for post office box service are for a 6-month period. Except under [4.5.6](#), [4.5.7](#), and [4.5.10](#), fees must be paid in advance for each 6-month period. The fee may be paid for two periods at a time (i.e., up to one year in advance), but not more. The fee that must be paid is the one that is in effect on the day that the fee is paid. Fees may be paid using cash, credit or debit card, or check or money order payable to the postmaster. A mailed payment must be received by the postmaster on or before the due date.

#### 4.5.5 Payment Period

Except under [4.5.7](#), the beginning date for a box fee payment period is determined by the approval date of the application. The period begins on the first day of either the same month if the application is approved on or before the 15th of the month, or the next month if approved after the 15th of the month. After that, box fees for service renewal may be paid any time during the last 30 days of the service period, but no later than the last day of the service period.

#### 4.5.6 U.S. Agencies

Federal agencies whose payment period coincides with the federal fiscal year may pay their box fees during the first quarter rather than in advance.

#### 4.5.7 Exception

Postmasters at offices with fewer than 500 post office boxes may set April 1 and October 1 as the beginning of payment periods for box customers in their offices. Payment periods beginning other than April 1 or October 1 are brought into alignment with these respective dates by adjusting fees as follows:

- New service, one-sixth of the semiannual fee is charged for each remaining month between the beginning of the new payment period and the next April 1 or October 1.
- Existing service, one-sixth of the semiannual fee is charged for each remaining month between the end of all currently paid periods and the next April 1 or October 1.
- Next one or two semiannual payment periods, an adjustment may be accepted in addition to fees.

**4.5.8 Change of Payment Period**

Except for customers at post offices subject to 4.5.7, a box customer of record may change the payment period by submitting a new application noting the month to be used as the start of the revised payment period. The date selected must be before the end of the current payment period. The unused fee for the period being discontinued may be refunded under 4.7, and the fee for the new payment period must be fully paid in advance. A change of payment period date may not be used to circumvent a change in box fees.

**4.5.9 Academic Institutions**

The USPS does not set or collect fees for boxes owned by an academic institution if the boxes are separate from designated USPS areas and serviced by employees or agents of the institution.

**4.5.10 Adjusting Fees**

In postal facilities primarily serving academic institutions or their students, box fees may be adjusted to fit the semester schedules, using the matrix below. Charges are rounded up to the next multiple of \$0.10. No refund is made for discontinued service when a box is obtained under this standard.

SERVICE PERIOD	ADJUSTED FEE
95 days or less	1/2 semiannual fee
96 to 140 days	3/4 semiannual fee
141 to 190 days	Full semiannual fee
191 to 230 days	1-1/4 semiannual fee
231 to 270 days	1-1/2 semiannual fee
271 days to full year	2 semiannual fees

**4.6 Fee Group Assignments****4.6.1 Regular Fee Groups**

Post office boxes are assigned to fee groups listed in 4.1 based upon cost estimates of the facility space for post office boxes in each 5-digit ZIP Code. Local post offices can provide information about fees for a particular ZIP Code.

**4.6.2 Free Box Service (Group E)**

Customers may qualify for free (Group E) post office box service if their physical address or business location meets all of the following criteria:

- The physical address or business location is within the geographic delivery ZIP Code boundaries administered by a post office.
- The physical address or business location constitutes a potential carrier delivery point of service.
- The USPS chooses not to provide carrier delivery to the physical address or business location.
- The customer does not receive carrier delivery via an out-of-bounds delivery receptacle.

**4.6.3 Additional Standards for Free Box Service**

Only one free (Group E) post office box may be obtained for each potential carrier delivery point of service. Group E customers are assigned the smallest available box that will reasonably accommodate their daily mail volume. Eligibility for Group E boxes does not extend to individual tenants, contractors, employees, or other individuals receiving or eligible to receive single-point delivery such as delivery to a hotel, college, military installation, or transient trailer park. A customer must pay the applicable fee for each additional box requested beyond the initial box obtained at the Group E fee.

**4.7**

**4.7.1 Calculation**

When post office box service is terminated or surrendered by the customer, the unused portion of the fee may be refunded as follows:

- a. If service is discontinued any time within the first 3 months of the service period, then one-half of the fee is refunded.
- b. If service is discontinued after the beginning of the fourth month of the service period, then none of the fee is refunded.
- c. If service is discontinued and the customer has prepaid for the next semiannual service period, then the entire fee for that next period is refunded.

**4.7.2 Discontinued Postal Facility**

When a postal facility is discontinued or relocated, a box customer at that facility may obtain a refund of unused box fees if box service at that location is discontinued and additional travel of 1/4 mile or more (from the physical address on the customer's Form 1093) is required to obtain equivalent service. For this purpose, one-sixth of a semiannual fee is refunded for each month left in the payment period. The refund is computed from the first day of that month (if the effective date of the facility discontinuance is on or before the 15th of the month) or from the first day of the next month (if the effective date is after the 15th of the month).

**4.8 Keys and Locks****4.8.1 Key Deposit**

Two post office box keys are initially issued to each new box customer. Box customers must pay a refundable key deposit on each of these keys. The refundable key deposit must be paid on each additional key requested under [4.8.2](#). When box service is terminated, the key deposit is refunded to the customer for each key (including additional or replacement keys in [4.8.2](#)) that is returned to the post office where the box was issued.

**4.8.2 Additional Key Fee**

A box customer may obtain additional or replacement keys by submitting Form 1094 and paying the refundable key deposit (see [4.8.1](#)) and the key fee in [4.3b](#). The key fee for additional or replacement keys is not refundable. Worn or broken keys are replaced without charge when returned to the post office where the box is located.

**4.8.3 Restrictions**

A customer using a post office box may not obtain or use keys other than those issued by the USPS.

**4.8.4 Lock Replacement**

The primary box customer (box applicant) may request that the post office box lock be changed. To change the lock, the customer must first pay the applicable lock fee in [4.1](#). Lock fees are charged for replacing keyed locks and combination locks and for re-setting combination locks. Lock fees are not refundable. Customers may turn in post office box keys for the old lock and get a refund of the key deposit. Two keys are provided with the new lock, with a refundable deposit for each key charged under [4.8.1](#). Customers may obtain additional keys for the new lock under [4.8.2](#).

**4.9 Service Refusal or Termination****4.9.1 Refusal**

A postmaster may refuse to approve post office box service if: the applicant submits a falsified or incomplete application for box service; within the 2 years immediately before submitting the application, the applicant physically abused a box or violated a standard on the care or use of a box; or there is substantial reason to believe that the box is to be used for activities as described in [4.4.5](#), [Unlawful Activity](#), or [4.4.6](#), [Forwarding](#).

**4.9.2 Termination**

A postmaster may terminate post office box service, including that of a customer paying a Group E fee, if the box customer or its representative falsifies the application for the box; physically abuses the box; refuses to update information on the box application; violates any standard on the care or use of the box; conducts himself or herself in a violent, threatening, or otherwise abusive manner on postal premises; or uses it for any unlawful activity as described in 4.4.5. The customer is notified of the postmaster's determination to refuse or terminate service and of the appeal procedures for that determination.

**4.9.3 Customer Appeal**

The applicant or box customer may file a petition appealing the postmaster's determination to refuse or terminate service within 20 calendar days after notice as specified in the postmaster's determination. The filing of a petition prevents the postmaster's determination from taking effect and transfers the case to the USPS Consumer Advocate. The Consumer Advocate's decision constitutes the final agency decision.

**4.9.4 Surrendered Box**

A post office box is surrendered if:

- a. A box customer refuses or fails to pay the proper fees by the due date.
- b. A box customer submits a written notice to discontinue service.
- c. Any person other than the box customer attempts to renew service at the end of the period for which the box is issued.
- d. A box customer, or an appointed executor or administrator of a deceased box customer, submits a permanent change-of-address order.

**4.9.5 Boxes Not Surrendered**

A post office box is not surrendered if:

- a. A box customer dies or disappears before the end of the period for which the box is issued.
- b. A box customer submits a temporary change-of-address order.
- c. A change-of-address order is submitted by any person other than the box customer, or an appointed executor or administrator of a deceased box customer, for mail going to the box.

[Back to Top](#)

**5.0 Caller Service****5.1 Caller Service Fees**

Fees are charged as follows:

Fee Group	For Each Separation Provided Per Semiannual (6-month) Period	
	Fee	
1		\$630.00
2		550.00
3		485.00
4		475.00
5		465.00



6	415.00
7	370.00
Additional Fees and Services	
For each reserved call number, per calendar year	\$38.00

## 5.2 Basic Information

### 5.2.1 Purpose

Caller service is a premium service available for a fee to any customer requiring more than free carrier service or the largest installed box size, or to any customer who is required to use caller service by standard. The service allows a customer to pick up mail at a post office call window or loading dock when the office is open. Caller service does not include general delivery service. A customer may obtain caller service for receiving the mail of a client, subject to [1.0, Recipient Options](#), and [2.0, Conditions of Delivery](#). A postmaster and a caller may not make any agreement that contravenes the regulations on caller service or its fees.

### 5.2.2 Caller

A caller is the person signing the application as an individual, or the organization represented by the individual signing the application.

### 5.2.3 Service Types

Destination caller service is caller service provided at the postal facility to which the caller's mail is addressed. Origin caller service (accelerated reply mail) is described in [5.8](#).

### 5.2.4 Caller Service Number

Except for origin caller service, the customer (including a customer using a post office box number) is assigned a caller service number before caller service may begin. A caller number is assigned for each separation used. Except under [5.2.6, Exemption](#), mail addressed to a caller service customer must include "Post Office Box" or "PO BOX" followed by the assigned number in the mailing address immediately above the city, state, and ZIP Code.

### 5.2.5 Reserving a Caller Number

Customers may reserve a caller number for future use by paying the caller number reservation fee in [5.15.1](#). The postmaster determines the reserved numbers and may restrict the availability of this service.

### 5.2.6 Exemption

A postmaster may exempt any customer continuously receiving firm holdout service since July 3, 1994, from the standard in [5.2.4](#) that correspondents must use the assigned post office box (caller service) number in the address.

### 5.2.7 Restriction

The USPS may restrict caller service if such service adversely affects postal operations.

### 5.2.8 Required Use

When mail for a customer's post office box(es) exceeds the capacity of the box(es) on 12 of any 20 consecutive business days (excluding Saturdays, Sundays, and national holidays), or when the customer seeks multiple caller service separations, the postmaster can require the customer to use caller service, change to a larger box, or use one or more additional boxes (subject to availability) to which mail will be addressed. A customer required to use caller service because of the mail volume received may, once per semiannual payment period, make a written request to the postmaster for a new determination of whether current mail volume requires continued use of caller service.

### 5.2.9 U.S. Agencies and Schools

Federal agencies and the various schools and departments within educational institutions are considered separate customers for [5.2.8](#).

#### **5.2.10 Eligible Customers**

Caller service may be provided to the following:

- a. A new customer planning to receive an incoming volume of mail that cannot fit into the largest available post office box.
- b. A customer wanting a post office box when a box is unavailable, and the postmaster determines that such service does not adversely affect postal operations.
- c. A customer formerly receiving firm holdout service.

### **5.3 Service**

#### **5.3.1 Application**

To apply for caller service, the applicant must complete all relevant spaces on Form 1093 and submit it to any postal facility that provides public window service. The facility need not be the one where destination caller service is desired. An incomplete or falsified application is sufficient reason to deny or discontinue service. An application is not considered approved until the USPS verifies the applicant's identity.

#### **5.3.2 Transferring Service**

Caller service may be transferred, without payment of an additional fee, to a different facility of the same post office if that facility has caller service. To transfer service, the caller must submit a new application either to the facility where service is currently provided or to the facility where service is desired. A caller may transfer service no more than once in any semiannual payment period and must submit a completed Form 3575 at the time of transfer.

#### **5.3.3 Minor**

Caller service may be provided to a minor (a person under 18 years of age) unless the minor's parent or guardian submits a written objection to the postmaster.

### **5.4 Conditions of Use**

#### **5.4.1 Mail Receipt**

An individual caller or organization may receive mail properly addressed to the caller number. Mail addressed only to a caller number is delivered to the caller so long as no improper or unlawful business is conducted. A caller who, as a regular practice, wants to call for mail at a postal facility more than once in any 24-hour period must obtain the postmaster's approval of the pickup schedule.

#### **5.4.2 Updating**

When any information required to be provided by the caller on Form 1093 changes, the caller must notify the post office of such changes.

#### **5.4.3 Unlawful Activity**

Caller service may not be used for, or in connection with, a scheme or enterprise that violates any federal, state, or local law; breaches an agreement between the caller and a federal, state, or local agency for the caller to discontinue a specified activity; or violates or attempts to evade any order of a court or administrative body.

#### **5.4.4 Forwarding**

Caller service may not be used when the primary purpose is to have the USPS forward or transfer mail to another address free of charge.

### **5.5 Basis of Fees and Payment**

#### **5.5.1 Caller Service Fee**

Customers must pay the caller service fee listed in [5.15.1](#). The fee must be paid for each caller number or separation used, with the following exceptions:

- a.

not separated to those numbers, either because this mail is sorted to the customer's unique 5-digit ZIP Code or because sortation is made by caller name or other identification, then the caller service fee is charged only for each separation actually made. The reserved number fee is charged for each of the caller numbers to which mail received by the caller is addressed.

- b. When a post office box service applicant is provided a single caller service separation because of a shortage of available post offices boxes, then the fee charged is the fee for the largest installed post office box. In this instance, neither the caller service fee nor the reserved number fee is charged.

#### **5.5.2 Reserved Number**

The reserved caller number fee in [5.15.1](#) is charged per calendar year or any part of a calendar year for each number reserved by a customer. Reserved caller number fees are not prorated.

#### **5.5.3 Fee Changes**

A change in caller service fees (including reserved number fees) can arise from a general fee change. Any change in caller service fees takes effect on the date of the action that caused the change unless an official announcement specifies another date. If a caller service fee is increased, no customer must pay at the new rate until the end of the current service period, and no retroactive adjustment is to be made for a payment received before the date of the change. The fee charged is that in effect on the date of payment.

#### **5.5.4 Box Number**

If a caller uses a physical post office box to obtain a caller number, the applicable fees for both post office box service and caller service must be paid.

#### **5.5.5 Payment**

The basic caller service fee is for a 6-month period. The fee must be paid in advance for each 6-month period. The fee may be paid for two periods at a time (i.e., up to 1 year in advance), but not more. The fee that must be paid is the one that is in effect on the day that the fee is paid. Fees may be paid using cash, credit or debit card, or check or money order payable to the postmaster. A mailed payment must be received by the postmaster on or before the due date.

#### **5.5.6 Payment Period**

Except under [5.5.8](#), the beginning date for a caller fee payment period is determined by the approval date of the application. The period begins on the first day of either the same month if the application is approved on or before the 15th of the month, or the next month if approved after the 15th of the month. After that, caller fees for renewal of service may be paid any time during the last 30 days of the service period, but no later than the last day of the service period.

#### **5.5.7 Change of Payment Period**

A caller of record may change the payment period by submitting a new application noting the month to be used as the start of the revised payment period. The date selected must be before the end of the current payment period. The unused fee for the period being discontinued may be refunded under [5.6](#), and the fee for the new payment period must be fully paid in advance. A change of payment period date may not be used to circumvent a change in caller service fees.

#### **5.5.8 Exception**

Postmasters at offices with fewer than 500 post office boxes may set April 1 and October 1 as the beginning of payment periods for caller service customers in their offices. Payment periods beginning other than April 1 or October 1 are brought into alignment with these respective dates by adjusting fees as follows:

- a. New service, one-sixth of the semiannual fee is charged for each remaining month between the beginning of the new payment period and the next April 1 or October 1.
- b. Existing service, one-sixth of the semiannual fee is charged for each remaining month between the end of all currently paid periods and the next April 1 or October 1.
- c.

Next one or two semiannual payment periods, an adjustment may be accepted in addition to fees.

## **5.6 Fee Refund**

### **5.6.1 Discontinued Number**

When caller service is terminated or surrendered by the customer, the unused portion of the fee may be refunded as follows:

- a. If service is discontinued any time within the first 3 months of the service period, then one-half of the fee is refunded.
- b. If service is discontinued after the beginning of the fourth month of the service period, then none of the fee is refunded.
- c. If service is discontinued and the customer has prepaid for the next semiannual service period, then the entire fee for that next period is refunded.

### **5.6.2 Discontinued Postal Facility**

When a postal facility is discontinued or relocated, a caller service customer at that facility may obtain a refund of unused caller service fees if caller service at that location is discontinued and additional travel of 1/4 mile or more (from the physical address on the caller's Form 1093) is required to obtain equivalent service. For this purpose, one-sixth of a semiannual fee is refunded for each month left in the payment period. The refund is computed from the first day of that month (if the effective date of the facility discontinuance is on or before the 15th of the month) or from the first day of the next month (if the effective date is after the 15th of the month).

### **5.6.3 Reserved Number Fee**

The reserved number fee is not refundable.

## **5.7 Service Refusal or Termination**

### **5.7.1 Refusal**

A postmaster may refuse to approve caller service if the applicant submits a falsified or incomplete application for caller service; within the 2 years immediately before submitting the application, the applicant violated a standard on the use of the service; or there is substantial reason to believe that the service is to be used for activities described in [5.4.3, Unlawful Activity](#), or [5.4.4, Forwarding](#).

### **5.7.2 Termination**

A postmaster may terminate caller service if the caller or its representative falsifies the application for the service; refuses to update information on the application; violates any standard on the use of the service; conducts himself or herself in a violent, threatening, or otherwise abusive manner on postal premises; or uses it for any unlawful activity as described in [5.4.3](#). The caller is notified of the postmaster's determination to refuse or terminate service and of the appeal procedures to that determination.

### **5.7.3 Customer Appeal**

The applicant or caller may file a petition opposing the postmaster's determination to refuse or terminate service within 20 calendar days after notice, as specified in the postmaster's determination. The filing of a petition prevents the postmaster's determination from taking effect and transfers the case to the USPS Consumer Advocate. The Consumer Advocate's decision constitutes the final agency decision.

### **5.7.4 Surrendered Service**

Caller service is deemed surrendered if the caller submits a permanent change-of-address order, fails or refuses to pay the appropriate fees by the due date, or submits a written notice to discontinue service.

## **5.8 Accelerated Reply Mail (ARM)**

### **5.8.1 Purpose**

Accelerated reply mail (ARM) is *origin caller service* provided at a postal facility

other than the one to which the caller's mail is addressed. ARM is subject to the applicable standards for caller service and the additional standards in [5.8](#).

#### **5.8.2 Applicability**

ARM must be obtained at an originating mail processing facility that is fully automated to process prebarcoded mail.

#### **5.8.3 Barcoding**

The caller's mail must meet the standards for barcoded First-Class Mail and must be certified by the mailpiece design analyst at the origin facility where ARM service is requested. The barcode on the mailpiece must represent the ZIP+4 code or the mailer's unique 5-digit ZIP Code printed on the mailpiece.

#### **5.8.4 FIM A**

The caller's mail must bear facing identification mark (FIM) A.

#### **5.8.5 Caller Service**

Caller service must also be obtained at the destinating postal facility. The address on all mailpieces to be received through ARM must be the post office box address assigned where destination caller service is authorized. Mailpieces that show a dual address must show only the post office box on the line immediately above the city, state, and ZIP Code line.

#### **5.8.6 Mailer Receipt**

The mailer may either pick up ARM at the origin facility caller service window or have it reshipped, through Express Mail Custom Designed Service, to the destination caller service address or to another address specified by the mailer in the Custom Designed Service Agreement. To change the destination address on the Custom Designed Service Agreement, the mailer must provide a 30-day advance notice and submit an amended ARM application, completing only the "Applicant Information" and "Express Mail Reship."

#### **5.8.7 CMRA**

An applicant who is a commercial mail receiving agent (CMRA) must also meet the applicable standards in [1.0](#), [Recipient Options](#), and [2.0](#), [Conditions of Delivery](#).

#### **5.8.8 Mailer Compliance**

An applicant for ARM must meet the application procedures in [5.3](#). Besides completing Form 1093, an applicant for ARM must also complete Form 8061 and submit both forms to the facility where ARM service is desired.

#### **5.8.9 USPS Actions**

ARM service is not provided until the USPS verifies the applicant's identity and service availability at the requested facility, and makes scheme preparations.

#### **5.8.10 ARM Assignment**

When the application is approved and the caller service fee received, an ARM number is assigned. A separate basic fee must be paid for each facility where ARM service is provided.

#### **5.8.11 Transfer**

An ARM authorization may not be transferred to another facility.

#### **5.8.12 Past-Due Caller Fee**

Payments for ARM service must be received at least 45 days before the applicable semiannual period. Payment of the renewal fee is due at least 45 days before the last day of the last month of the current period. Payment may be made for the next semiannual or annual period, as appropriate. If, on notice, the customer does not pay the fee by the 30th day before the end of the current payment period, the barcode sortation scheme is revised to remove the separation for the caller. Once that change is made, the caller must reapply to obtain further ARM service.

#### **5.8.13 Refund**

A refund is made only for future prepaid periods if a caller discontinues ARM service. No refund is made for the remaining part of the current fee period.